

Schedule-ARUA-DERS-17(c)-10

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Title: On-Site Support Analyst

Reports to: Regional Service Delivery Manager

Profile Summary:

- Under general supervision responsible for performing analytical, technical and administrative work in the planning, design, installation and trouble shooting of new and existing microprocessor-based computer systems.
- Consults with client area management and staff regarding PC and LAN systems and equipment problems or malfunctions and recommends solutions.
- Performs restorative and maintenance actions either remotely or at the end user's location to resolve problems, using troubleshooting and technical skills. Responds to situations where standard procedures have failed in isolating or fixing problem equipment or software installations.
- Maintains accurate information and data regarding end-user issues within the tracking system and according to policies and standards.
- Assists in the evaluation of new personnel end-user computing packages and equipment, as well in the implementation and testing of prototypes.

Key Accountabilities:

- Liaises with Department employees, other agencies and the general public to provide information and resolve issues using effective communications skills.
- Troubleshoots and solves Desktop/Laptop hardware and software problems to assist users in gaining greater access and handling of data using knowledge of the PC hardware and software.
- Configures, installs, maintains and upgrades user hardware (e.g. microcomputer CPU, monitor, speaker, printer, etc.).
- Installs, maintains and upgrades user software (e.g. charting and graphing, database, desktop publishing, fund financial accounting, spreadsheet, word processing, etc.) to enable users to operate within the capabilities of the personal computer and/or Local/Wide Area Network environments using technical expertise and a LAN/WAN workstation.
- Prepares status reports to inform supervisor of progress on assignments using a personal computer and appropriate software.
- Provides technical assistance to users to resolve problems and help them utilize LAN workstations more efficiently using vendor technical support services, analytical skills, and knowledge of the systems.
- Remains current on job-specific and departmental topics through training courses, workshops, seminars, professional organizations, professional publications, etc. to apply appropriate policies and technologies to assigned systems.
- Tracks software licensing to insure software legality by using appropriate software
- Assists with the writing of documentation of the use of Desktop related peripherals and software.
- Participates in the accurate inventory tracking of all computer hardware to ensure items are properly tagged, inventory is rechecked as required.

- Participates in IS Projects as assigned.
- Prepares old and unused automated equipment for reallocation to surplus (e.g. remove user files, remove applications not to be transferred, reformat drives, etc.) to ensure no sensitive data leaves the section using applicable software and evaluation of what can be legally transferred.
- Advises management on in-house and industry trends that may keep the work unit from meeting its goals and objectives using oral and written reports and analytical skills. Enforces company standards for asset tracking, problem notification and security information management